



# jobs in Tourism



From Utah's ruggedly beautiful red rock country to its best snow on earth, the state has many enticements to lure visitors. That beauty alone does not a travel and tourism industry make. Every day, across the state, Utahns go to work to serve travelers from across the globe. Without these workers, there would be no tourism industry. They make the whole thing work. In the minds of tourists, the warmth and helpfulness of these workers are eclipsed only by the state's raw beauty.

**W**orking in Utah's leisure and hospitality industries can be fun and exciting, with many little perks that can excite the heart and soul. It can also entail long hours and relatively low pay. If you are looking for a job with lots of upward mobility and great pay you might want to look elsewhere. On the other hand, if you are looking to make some money and have fun out in the country you love, or if you want a job with very flexible hours, these jobs are for you. Opportunities in this field are also on the rise. Based on data from the Bureau of Economic Analysis, national tourism-related employment has been increasing since the fourth quarter of 2003.



Some other things you should consider before taking a travel or tourism job: in general, these jobs are very detail and customer oriented. If you love dealing with people and can keep track of the little things, you will do well in this field. Likewise, if you have received some advanced training – have completed a certificate program in customer service, for example – you will have an easier time landing promotions. Even without additional training, working in this field will help you build up your soft skills, which you can easily transfer to other jobs in other industries.

Of course, defining what a tourism-related job is can be a little daunting. Sure, there are some obvious ones, like hotel clerk or travel guide, but did you know that taxi drivers and cashiers are also in some sense part of the “travel” industry? Confusion arises because the North American Industrial Classification System (NAICS), which is used to organize industry employment data, doesn't define a specific tourism industry. Without this classification, we can't say that a particular handful of jobs belong to tourism. So what to do?

Well, here comes the Standard Occupational Classification (SOC) system to the rescue. We use this separate system to organize occupations, or what people do. Looking at the SOC structure we can see that there are indeed occupations that are obviously part of the tourism industry. You can find tourism-related occupations, as well as many others, using the Department of Workforce Services' Utah Economic Data Viewer. Here are just a few to pique your curiosity.

## More?

[http://jobs.utah.gov/jsp/wi/utalmis/OccupationInformation @ Utah's Economic Data Viewer](http://jobs.utah.gov/jsp/wi/utalmis/OccupationInformation@Utah'sEconomicDataViewer)

[Careers.utah.gov](http://careers.utah.gov)  
[jobs.utah.gov](http://jobs.utah.gov)



- Lodging Managers**—Plan, direct, or coordinate activities of an organization or department that provides lodging and other accommodations. \$17.70 median, 11-9081

- First-line Supervisors of Housekeeping and Janitorial Workers**—Supervise work activities of cleaning personnel in hotels, hospitals, offices, and other establishments. \$13.20 median, 37-1011

- Maids and Housekeeping Cleaners**—Perform any combination of light cleaning duties to maintain private households or commercial establishments, such as hotels, restaurants, and hospitals, in a clean and orderly manner. Duties include making beds, replenishing linens, cleaning rooms and halls, and vacuuming. \$7.90 median, 37-2012

- Hotel, Motel, and Resort Clerks**—Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests. \$8.80 median

- Travel Guides**—Plan, organize, and conduct long distance cruises, tours, and expeditions for individuals and groups. \$15.70 median, 39-6022

- Reservation and Transportation Ticket Agents and Travel Clerks**—Make and confirm reservations and sell tickets to passengers and for large hotel or motel chains. May check baggage and direct passengers to designated concourse, pier, or track; make reservations, deliver tickets, arrange for visas, contact individuals and groups to inform them of package tours, or provide tourists with travel information, such as points of interest, restaurants, rates, and emergency service. \$13.10 median, 43-4181

There are many opportunities in the tourism industry. Even if you aren't considering a career in this field, these jobs will help you refine soft skills that all employers desperately want. You'll also be helping an important industry in the state keep its world-renowned image as an amazing vacation destination. ①

